Self Service User Guide & Membership Pack

The **basketball**scotland Self Service area is the online membership system on the **basketball**scotland website, enabling members to:

- Change personal details including addresses, phone numbers and email addresses
- View and renew memberships
- View and modify coaching and officiating roles and awards.
- Download documents

This User Guide & Membership Pack provides details on how to access and utilise the Self Service area for individual members and club secretaries, as well as containing information relevant to every member.

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1. Membership & Affiliation Information

1.1 Membership Benefits

basketballscotland is always looking to improve the benefits for our members. Whether you are a player, coach, official or volunteer you will find many things you can benefit from with the basketballscotland membership this year!

Please find all the specific Membership and Affiliation benefits for this season **here.**

Join the Basketball Community
When you join **basketball**scotland, you automatically become part of the basketball community. You will receive information on basketball-related topics such as courses and clinics in your area and throughout Scotland. You can also expect someone to be available if you have a question or query you would like to ask, whether it is through our head office or our Regional Officers.

Insurance
Whilst we hope you don't need it, members of **basketball**scotland are covered by our Personal Accident Insurance policy. So if you get seriously injured when playing, you may be entitled to a financial payout. Affiliated clubs are also covered by our Public Liability policy, which covers risks if your club is pursued legally, in any way. Full details are available on request.

Regional Support and Development
basketballscotland has a structure of Regional Basketball Development Officers to coordinate and grow our game. These officers are responsible for leading development on a local level throughout Scotland. In addition, the volunteer organisations running basketball on a local level are supported through regional development grant funding. These key associations benefit you, the members, as well as securing the future of the sport with a main focus on Youth Development.

Advocacy
As the Governing Body for the sport, we continue to make the case for basketball in various forums, to the Scottish Government, to **sport**scotland and to local authorities. Whilst this may not seem important to players on the court, it is vital for ensuring the future and growth of the sport in Scotland.

Education
Each year, we support and develop the many referees and table officials needed to make the game possible. We also provide a comprehensive programme of education for coaches, enabling them to lead teams and nurture talent. All registered members have access to these education opportunities and you may also benefit from scholarship funding to reduce the cost of courses.

Offers
From time to time **basketball**scotland will promote further special offers Keep an eye on the website, facebook and twitter for further details.

1.2 Membership Structure & Rates

The membership fees for season 2013-14 are the following:

Membership Type	Fee
Senior	£20
U18 U16	£14
U14	£8
U12	Free
U10	Free
Volunteers	Free
Associate Member	£10

Membership benefits and fees for coaches and referees are as per the age group they fall into. Anyone registered for as a player can, for no additional cost, be registered as a coach, referee and/or table official.
Volunteers, Table officials and Statisticians membership benefits are included under the Volunteer membership type.

1.3 Member Code of Conduct

The **basketball**scotland Code of Conduct is in place to encourage positive behaviour from all members and a healthy, thriving community for us all to enjoy. The general conditions of this Code of Conduct are outlined below, with role-specific conditions set out in Appendix B.

General Code of Conduct
As a member of basketballscotland, a member association, or an affiliated club or a person required to comply with the rules set down by basketballscotland you must meet the following requirements in regard to your conduct during any activity held or sanctioned by basketballscotland, a member association, or an affiliated club and in any role you hold within basketballscotland, a member association, or an affiliated club:

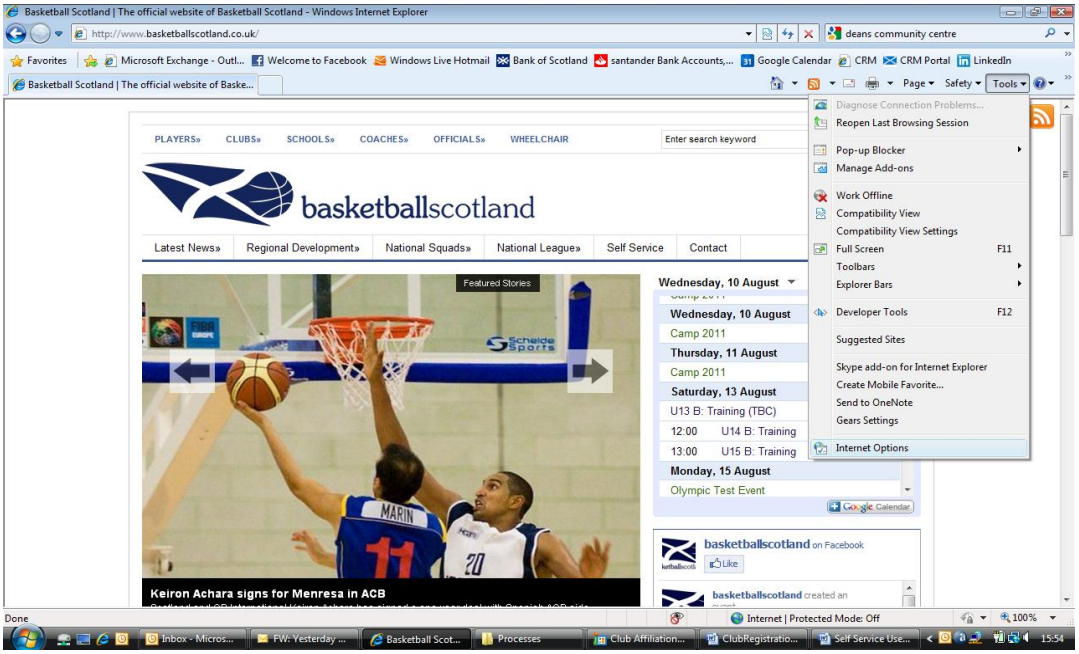
1.1. Respect the rights, dignity and worth of others.
1.2. Be fair, considerate and honest in all dealing with others.
1.3. Be professional in, and accept responsibility for, your actions.
1.4. Make a commitment to providing quality service.
1.5. Be aware of, and maintain an uncompromising adhesion to, basketballscotland standards, rules, regulations and policies.
1.6. Operate within the rules of the sport including national and international guidelines which govern basketballscotland the member associations and the affiliated clubs.
1.7. Do not use your involvement with basketballscotland, a member association or an affiliated club to promote your own beliefs, behaviours or practices where these are inconsistent with those of basketballscotland, a member association or an affiliated club.
1.8. Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example.
1.9. Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible.
1.10. Refrain from any form of harassment of others.
1.11. Refrain from any behaviour that may bring basketball and basketballscotland, a member association or an affiliated club into disrepute.
1.12. Provide a safe environment for the conduct of all activity.
1.13. Show concern and caution towards others who may be sick or injured.
1.14. Be a positive role model.
1.15. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

2. General Self- Service Use

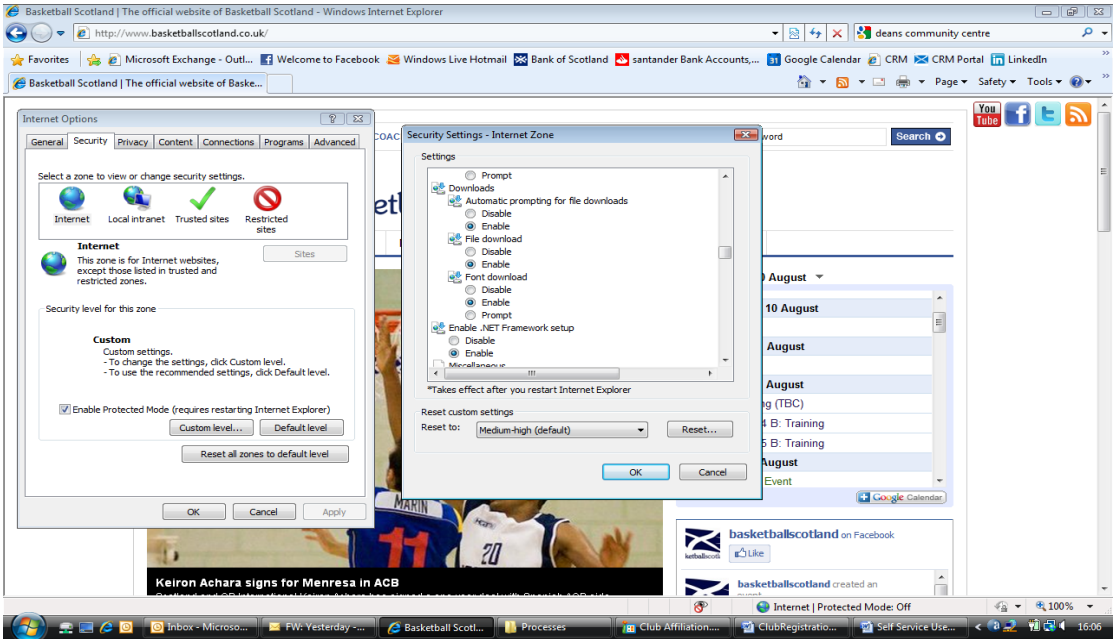
2.1 IT Settings

For the best performance of the system we would recommend you to use **Internet Explorer**. In order to utilise the Self Service fully, you must fist check/amend one of your internet security settings. This may vary for different web browsers, but for Internet Explorer, please complete the following steps:

i) Open a web page and select *Tools* then *Internet Options*.


Basketball Scotland | The official website of Basketball Scotland - Windows Internet Explorer
basketballscotland
Tools
Internet Options
Keiron Achara signs for Menresa in ACB

ii) Select the *Security* tab and then click *Custom Level* button.


Internet Options
Security Settings - Internet Zone
Custom level...
Default level
Reset all zones to default level
Keiron Achara signs for Menresa in ACB

iii) Ensure that the *Downloads – File Download* option is set to *Enable* and click *OK*.

2.2 Log-in to Self Service

The Self Service area is accessible via the Self Service section of the **basketball**scotland website:
http://www.basketballscotland.co.uk/self-service-2/

To log-in to Self Service, you must be a current member and have a valid Username (your membership number) and Password.

If you have not yet been issued with a Password, please request one from: **membership@basketball-scotland.com**

If you have been issued with Username and Password but have forgotten it, please follow the **forgotten password** link.

PLEASE NOTE – By accessing the Self Service area, all members are agreeing to abide by the Guidelines for Access and Use of the **basketball**scotland Self Service (Appendix A).

2.3 Change Your Password

1. Log into the **basketball**scotland Self Service area.
2. Click on *Change Password* on the left hand menu.
3. Input your existing password and the password your wish to change to.

3. Self Service – Individual Use

3.1 Renew Your Individual Membership (Non-Club Members Only)

1. Log into the **basketball**scotland Self Service area.
2. Click on *Shopping Basket* on the left hand menu. Any unpaid memberships due for renewal should be visible.
3. To pay for selected memberships, select the membership(s) you wish to renew by ticking the box on the left hand side and click *Proceed to Summary for Selected*. To pay for all memberships, select *Proceed to Summary for All.*
4. Next you will see a summary screen listing the payment you are about to make. When you have reviewed the terms and conditions, tick to accept and then click either i. *Proceed with Secure Payment* or ii. *Go to Invoice Summary* (**PLEASE NOTE –** If you are a volunteer only, you must select option ii. and email **membership@basketball-scotland.com** once you have completed your membership).
    i. You will be redirected to our payment provider Netbanx where you will be asked to enter your payment card details. Upon successful completion of your payment you will return to the Self Service area and be given a reference number and merchant reference number. You will also receive a confirmation email with these details. Your membership is now active.
    ii. A payment record will be created against your account in our system and you will receive the option to print a copy of the invoice. To complete your payment, please print and send a copy of your invoice with a cheque to the **basketball**scotland office, or submit a payment by BACS (account details printed on the invoice). **PLEASE NOTE** – If you pay by cheque or BACS, your membership will remain inactive until your payment is received and processed by **basketball**scotland.

3.2 View and Edit Your Personal Details

The Personal Details page includes all of your personal details including name, date of birth, address, phone numbers, email address and emergency contact details. Please ensure these details are correct to ensure that **basketball**scotland can contact you. If **basketball**scotland does not currently have your date of birth, it will display as the default (01/01/1900):

1. Log into the **basketball**scotland Self Service area.
2. Click on *Personal Details* on the left hand menu.
3. Click on the edit pencil icon on the right hand side of the box containing the details you wish to edit.
4. Edit your details and click the save disc icon on the right hand side
5. On this page you can also set if you do not want to receive information from **basketballscotland**, checking the mail restriction box on this page.

3.3 View Your Awards

To view details of the qualifications you currently hold on the **basketball**scotland database:

1. Log into the **basketball**scotland Self Service area.
2. Click *Awards* on the left menu.
3. Details of the awards we hold are now shown.
4. To find out more about an award, click on the reference. You may need to scroll down the page to view the additional details.

If you feel any of the details are incorrect, please **contact us**.

3.5 View and Edit Your Equity Details

Equity in sport is about making sure that everyone has an equal chance to participate in sport and that no one is discriminated against for reasons such as gender, race, disability, age, religious or political belief, sexual orientation, social background, marital status or pregnancy. It is also about making sure that any barriers to participation are removed. **basketball**scotland will promote and achieve equity and believe that discrimination is unacceptable, unlawful and will be eliminated. Discrimination will not be tolerated within **basketball**scotland.

basketballscotland is committed to implementing the **Equity Standard: A Framework for Sport** and we have achieved the Foundation and Preliminary levels of the Standard to date. For us to continue monitoring the equity profile of our members, please complete the equity questions in this area of Self Service.

Your answer will be completely confidential, and all data will be processed in line with the Data Protection Act 1998. Results of this audit will only be produced in a depersonalised and aggregated form, which means that your individual answers cannot be identified.

To add your equity details:

1. Log into the **basketball**scotland Self Service area.
2. Click on *Equity* on the left hand menu.
3. Click the edit pencil within they grey equity tab and answer each question. We also require your consent to store this information.
4. If you do not wish your equity details stored, please select 'decline to answer' as your response to each question.

3.6 View Your Payment History

The Self Service payment page allows you to view your past payments to the **basketball**scotland and, where applicable, payments **basketball**scotland have made to you.

1. Log into the **basketball**scotland Self Service area.
2. Click on *Payment History* on the left hand menu.
3. A list of payments made by you/to you is displayed. Note: payments prior to August 2011 are not recorded in this system.
4. Click on a payment to view more information

3.7 Download Member-Only Documents

The member downloads page contains a range of member-only documents such as meeting minutes. To download member-only documents:

1. Log into the **basketball**scotland Self Service area.
2. Click on *Member Downloads* on the left hand menu.
3. To find a document, click on the document in the table or click on any of the headings (Category, Type, Description or Date) to sort in alphabetic / date order.
4. To download a file, click on the link in the table and then click the save icon.

4. Self Service – Club Secretary Use

Pages 10 to 12 outline the processes that each Club Secretary is required to complete on behalf of their club, in order to conduct their membership administration for the 2013-14 season. If you have any questions over these processes or the use of the Self Service system, please contact:

membership@basketball-scotland.com

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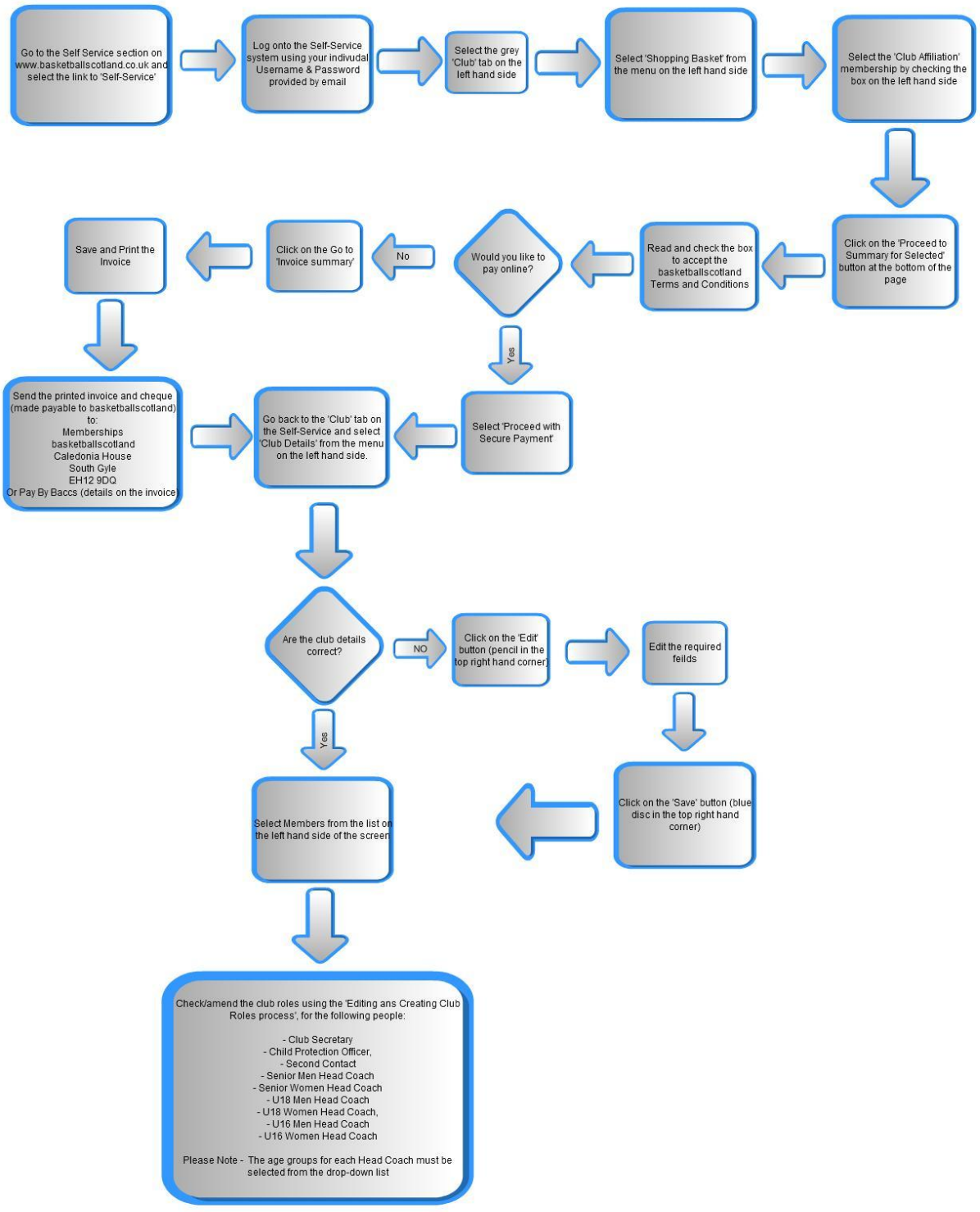
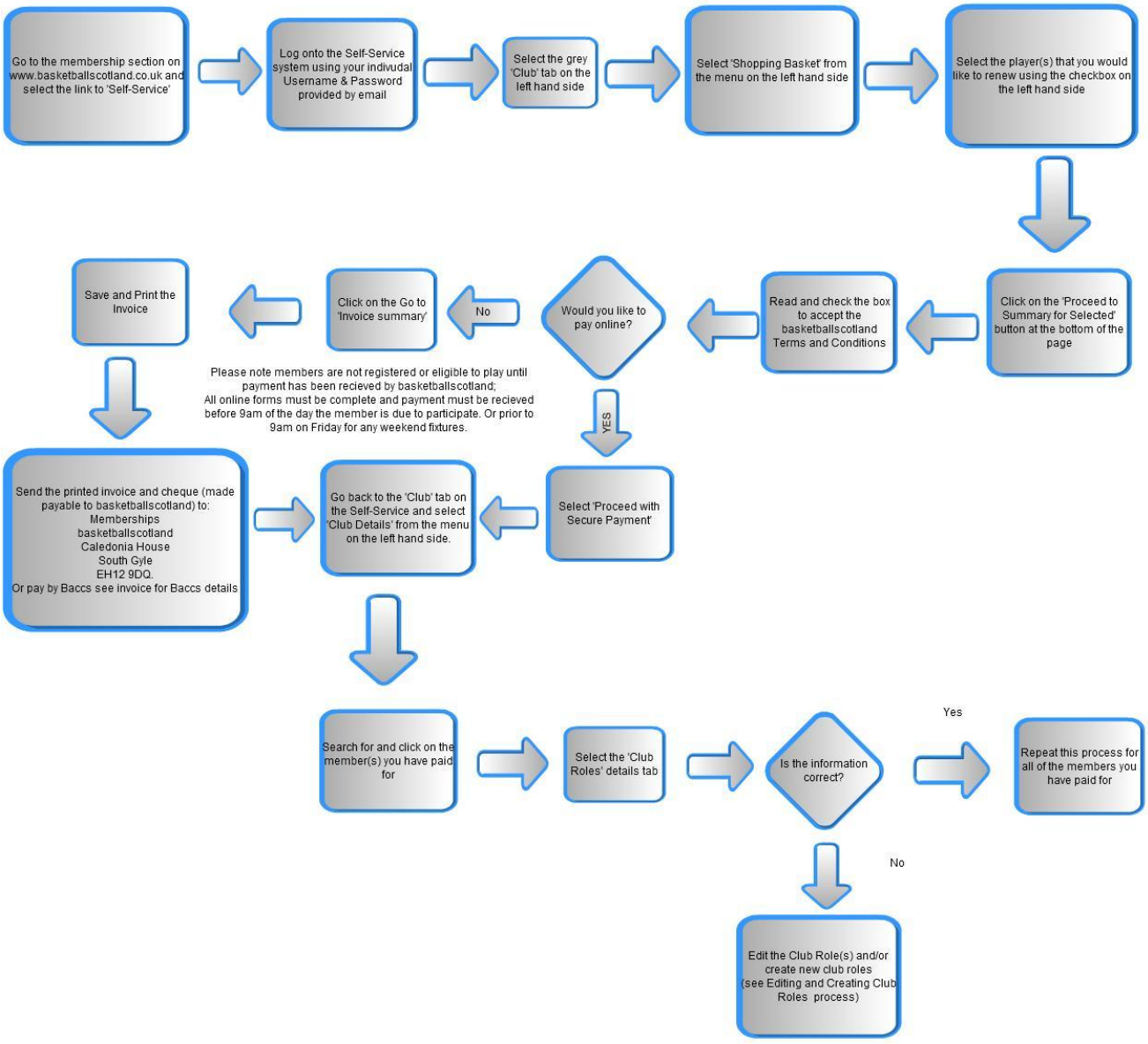
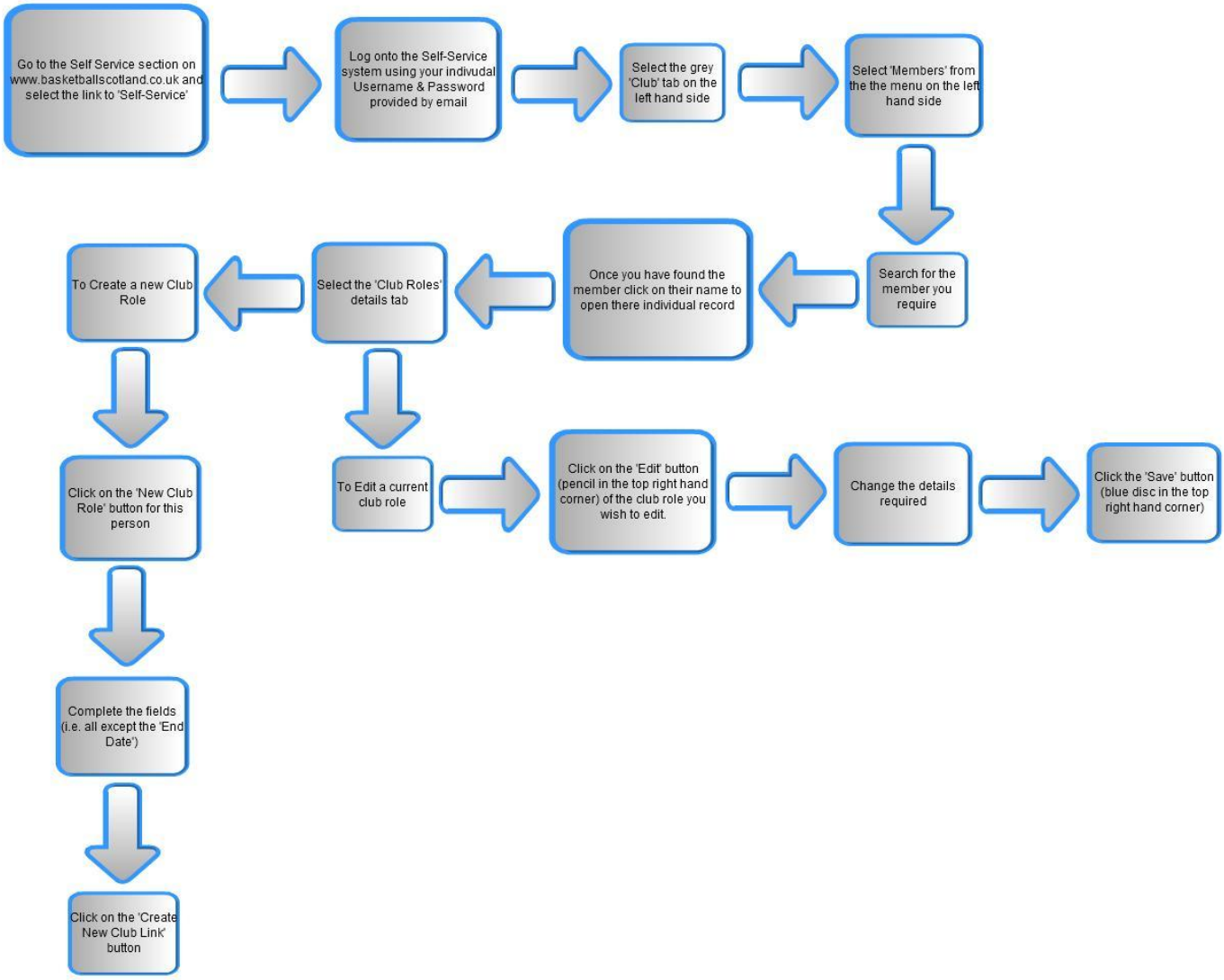
Renewing your Club Affiliation


Go to the Self Service section on www.basketballscotland.co.uk and select the link to 'Self-Service'
Log onto the Self-Service system using your indivudal Username & Password provided by email
Select the grey 'Club' tab on the left hand side
Select 'Shopping Basket' from the menu on the left hand side
Select the 'Club Affiliation' membership by checking the box on the left hand side
Click on the 'Proceed to Summary for Selected' button at the bottom of the page
Read and check the box to accept the basketballscotland Terms and Conditions
Would you like to pay online?
No
Click on the Go to 'Invoice summary'
Save and Print the Invoice
Send the printed invoice and cheque (made payable to basketballscotland) to:
Memberships
basketballscotland
Caledonia House
South Gyle
EH12 9DQ
Or Pay By Baccs (details on the invoice)
Yes
Select 'Proceed with Secure Payment'
Go back to the 'Club' tab on the Self-Service and select 'Club Details' from the menu on the left hand side.
Are the club details correct?
NO
Click on the 'Edit' button (pencil in the top right hand corner)
Edit the required feilds
Click on the 'Save' button (blue disc in the top right hand corner)
Yes
Select Members from the list on the left hand side of the screen
Check/amend the club roles using the 'Editing ans Creating Club Roles process', for the following people:
- Club Secretary
- Child Protection Officer,
- Second Contact
- Senior Men Head Coach
- Senior Women Head Coach
- U18 Men Head Coach
- U18 Women Head Coach,
- U16 Men Head Coach
- U16 Women Head Coach
Please Note - The age groups for each Head Coach must be selected from the drop-down list

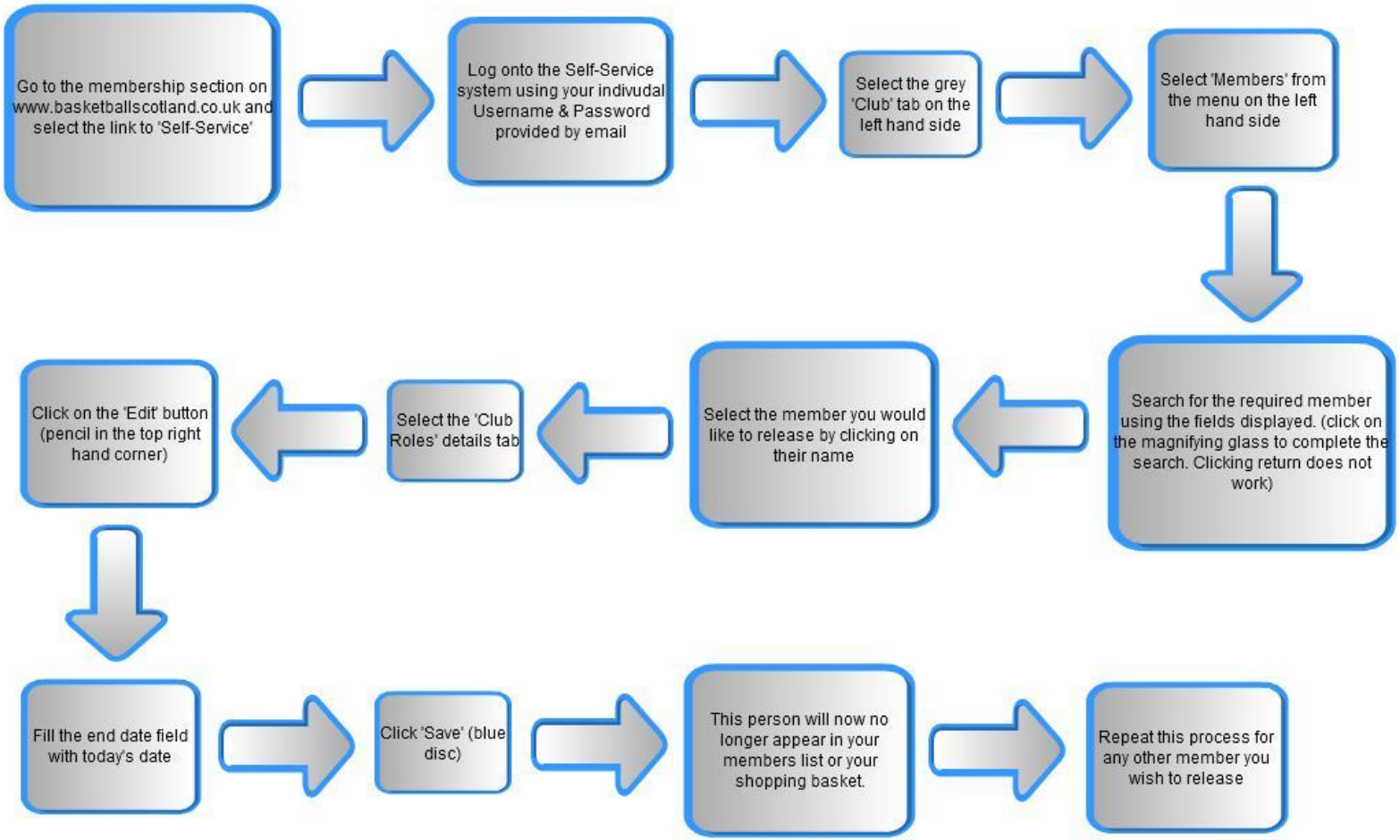
Renewing Memberships

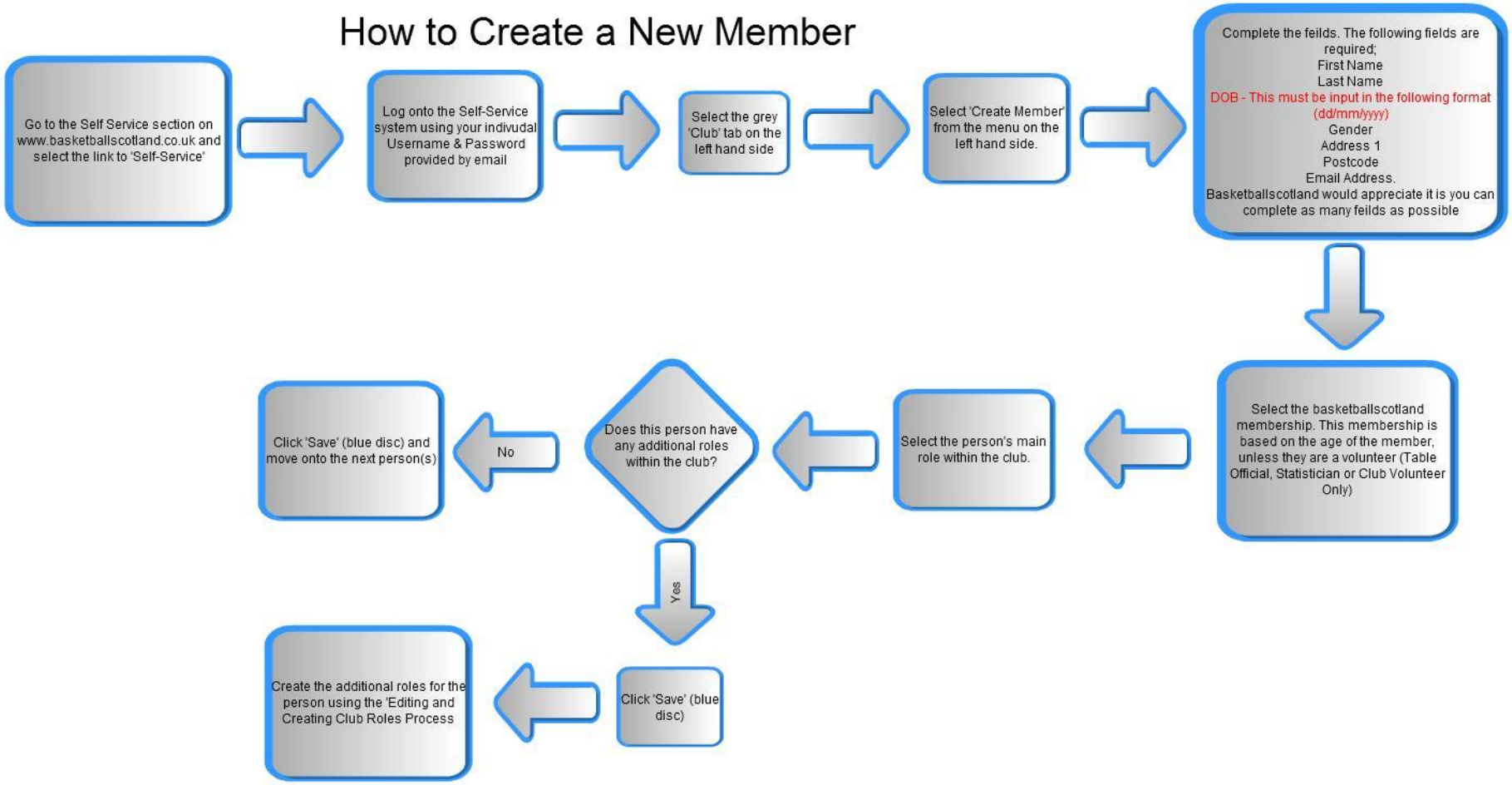

Go to the membership section on www.basketballscotland.co.uk and select the link to 'Self-Service'
Log onto the Self-Service system using your indivudal Username & Password provided by email
Select the grey 'Club' tab on the left hand side
Select 'Shopping Basket' from the menu on the left hand side
Select the player(s) that you would like to renew using the checkbox on the left hand side
Click on the 'Proceed to Summary for Selected' button at the bottom of the page
Read and check the box to accept the basketballscotland Terms and Conditions
Would you like to pay online?
No
Click on the Go to 'Invoice summary'
Save and Print the Invoice
Please note members are not registered or eligible to play until payment has been recieved by basketballscotland;
All online forms must be complete and payment must be recieved before 9am of the day the member is due to participate. Or prior to 9am on Friday for any weekend fixtures.
YES
Select 'Proceed with Secure Payment'
Go back to the 'Club' tab on the Self-Service and select 'Club Details' from the menu on the left hand side.
Send the printed invoice and cheque (made payable to basketballscotland) to:
Memberships
basketballscotland
Caledonia House
South Gyle
EH12 9DQ.
Or pay by Baccs see invoice for Baccs details
Search for and click on the member(s) you have paid for
Select the 'Club Roles' details tab
Is the information correct?
Yes
Repeat this process for all of the members you have paid for
No
Edit the Club Role(s) and/or create new club roles (see Editing and Creating Club Roles process)

Editing and Creating Club Roles

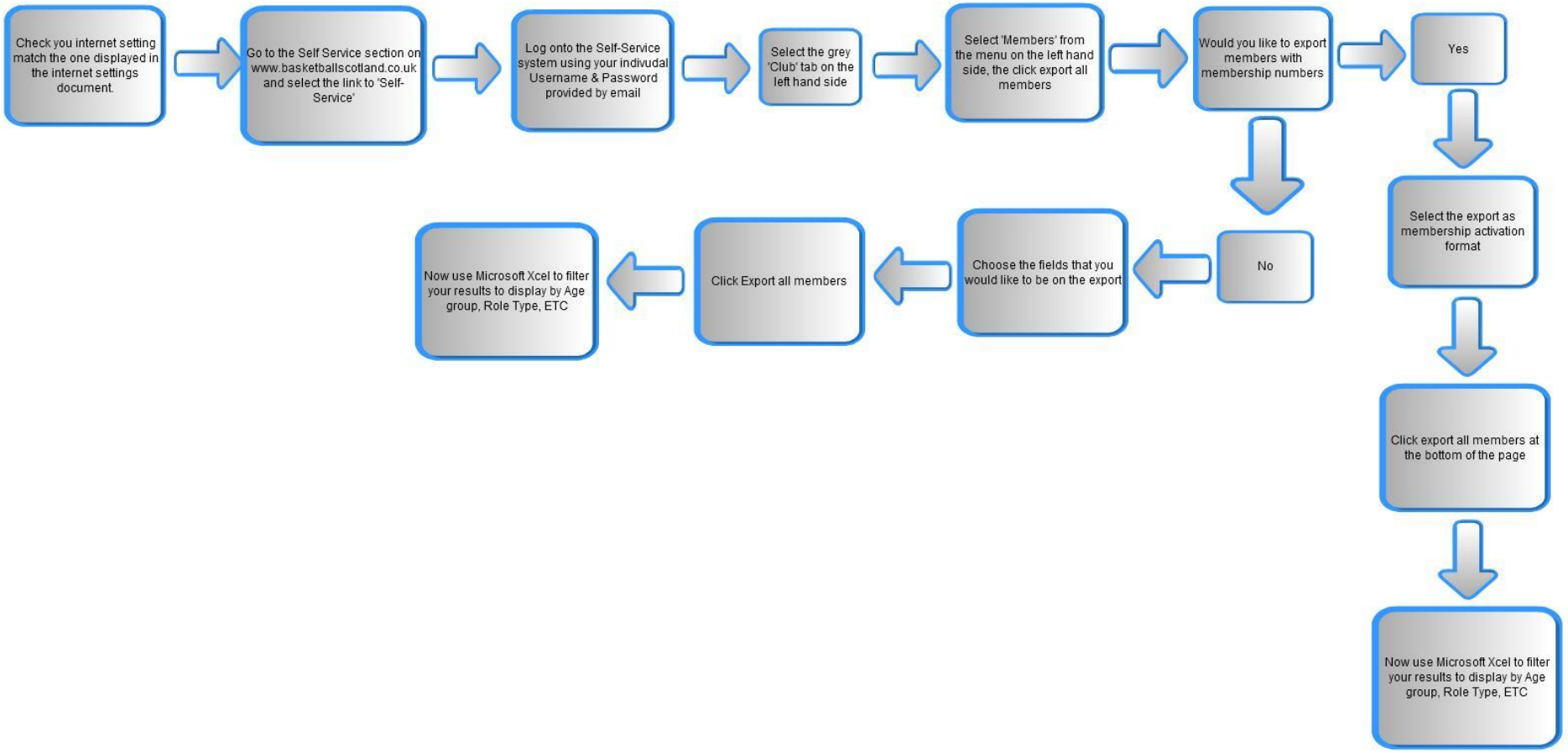

Go to the Self Service section on www.basketballscotland.co.uk and select the link to 'Self-Service'
Log onto the Self-Service system using your indivudal Username & Password provided by email
Select the grey 'Club' tab on the left hand side
Select 'Members' from the the menu on the left hand side
Search for the member you require
Once you have found the member click on their name to open there individual record
Select the 'Club Roles' details tab
To Create a new Club Role
Click on the 'New Club Role' button for this person
Complete the fields (i.e. all except the 'End Date')
Click on the 'Create New Club Link' button
To Edit a current club role
Click on the 'Edit' button (pencil in the top right hand corner) of the club role you wish to edit.
Change the details required
Click the 'Save' button (blue disc in the top right hand corner)

Releasing a Member from your Club


Go to the membership section on www.basketballscotland.co.uk and select the link to 'Self-Service'
Log onto the Self-Service system using your indivudal Username & Password provided by email
Select the grey 'Club' tab on the left hand side
Select 'Members' from the menu on the left hand side
Search for the required member using the fields displayed. (click on the magnifying glass to complete the search. Clicking return does not work)
Select the member you would like to release by clicking on their name
Select the 'Club Roles' details tab
Click on the 'Edit' button (pencil in the top right hand corner)
Fill the end date field with today's date
Click 'Save' (blue disc)
This person will now no longer appear in your members list or your shopping basket.
Repeat this process for any other member you wish to release


How to Create a New Member
Go to the Self Service section on www.basketballscotland.co.uk and select the link to 'Self-Service'
Log onto the Self-Service system using your indivudal Username & Password provided by email
Select the grey 'Club' tab on the left hand side
Select 'Create Member' from the menu on the left hand side.
Complete the feilds. The following fields are required;
First Name
Last Name
DOB - This must be input in the following format (dd/mm/yyyy)
Gender
Address 1
Postcode
Email Address.
Basketballscotland would appreciate it is you can complete as many feilds as possible
Select the basketballscotland membership. This membership is based on the age of the member, unless they are a volunteer (Table Official, Statistician or Club Volunteer Only)
Select the person's main role within the club.
Does this person have any additional roles within the club?
No
Click 'Save' (blue disc) and move onto the next person(s)
Yes
Click 'Save' (blue disc)
Create the additional roles for the person using the 'Editing and Creating Club Roles Process

How to export Members


Check you internet setting match the one displayed in the internet settings document.
Go to the Self Service section on www.basketballscotland.co.uk and select the link to 'Self-Service'
Log onto the Self-Service system using your indivudal Username & Password provided by email
Select the grey 'Club' tab on the left hand side
Select 'Members' from the menu on the left hand side, the click export all members
Would you like to export members with membership numbers
Yes
Select the export as membership activation format
Click export all members at the bottom of the page
Now use Microsoft Xcel to filter your results to display by Age group, Role Type, ETC
No
Choose the fields that you would like to be on the export
Click Export all members
Now use Microsoft Xcel to filter your results to display by Age group, Role Type, ETC

4.7 Reviewing Members Awards – Qualifications

We have improved slightly the capabilities of the Self-Service and now, club secretaries are able to check their members coaching, refereeing and officiating qualifications.

Click on your *Members Area,* find a member and double click on his/her name. On the top of the individual member screen you can now see the *Awards Tab*. If you click on this tab you will be able to reviewing the qualifications that each specific member on your club has.

This will be particularly important for current coaches and officials in your club who following the **basketball**scotland regulations need to be qualified to perform specific roles at different levels.

4.8 Emailing Members

Another improvement of the system is its basic email capability. If you want to email your members directly from the system you can easily export all the data to your mail server.

Click on your *Members Area;* find a select all the members you want to email. At the bottom of the page you will find a button which says *Email.* When you click this button, all the email addresses of the members on your selection will be automatically added to your clipboard. This tool will allow you to paste these email addresses directly on your mailing system.

4.9 Competition entries and payments:

National Competitions entries (National League, Scottish Cup and Chairman Cup)

All entries will be available on the Self-Service system.

Click on *Shopping Basket* on the left hand menu and select the competition you wish to pay for by ticking the box on the left hand side and click Proceed to *Summary for Selected.* Complete the payment process following the same steps than you used with your members.

Note: If you cannot find you *competition entries* on your Shopping Basket please contact **membership@basketball-scotland.com** . Competition entries are associated to the Club Secretary on your club and we might need to make changes on the central database in order for you to be able to see the Competition Entries on your system.

4.10 Self-Service use applied to Club Secretaries:

View and Update Club details:

The Club Details page includes all of your club details including name, website, address, phone numbers, email address, colours and club secretary contact details. Please ensure these details are correct to ensure that **basketball**scotland can contact you.

Log into the **basketball**scotland Self Service area.

5. Click on *Club Details* on the left hand menu.
6. Click on the edit pencil icon on the right hand side of the box containing the details you wish to edit.
7. Edit your details and click the save disc icon on the right hand side

View Payment History:

The Self Service payment page allows you to view your past payments to the **basketball**scotland and, where applicable, payments **basketball**scotland have made to you.

1. Log into the **basketball**scotland Self Service area.
2. Click on *Payment History* on the left hand menu.
3. A list of payments made by you/to you is displayed. Note: payments prior to August 2011 are not recorded in this system.
4. Click on a payment to view more information.

Download Club Only Documents

The Club downloads page contains a range of club-only documents such as insurance, child protection policies or club development information. To download club-only documents:

1. Log into the **basketball**scotland Self Service area.
2. Click on *Club Downloads* on the left hand menu.
3. To find a document, click on the document in the table or click on any of the headings (Category, Type, Description or Date) to sort in alphabetic / date order.
4. To download a file, click on the link in the table and then click the save icon.

4.11. Related Regulations (Club Secretaries Only)

There are a number of regulations directly associated with the membership administration process, which all Club Secretaries must be aware of. Set out below is a selection of these key regulations for your attention:

5.2 Clubs are required to hold registration forms for all players. Players under the age of 18 are required to have their form countersigned by a parent or guardian. Clubs may be required to produce documents on request by **basketball**scotland
(*Template form supplied in Appendix C*).

5.8 Players will only be registered after the relevant electronic forms have been completed and submitted, fees have been received by **basketball**scotland and communication has been received from **basketball**scotland confirming the player's registration number

5.9 For individual registrations following the 31st August, the appropriate electronic forms and payment must be submitted to **basketball**scotland.

5.9.1. To be eligible to play on any given day, electronic forms AND payment must be received by basketballscotland prior to 9am on the day of competition. Where a game falls on a weekend this must be received prior to 9am on Friday.

6. Release System

6.9. Players already registered to play with any club within or out-with the competitions will be subject to the following conditions: -

6.10. Senior players

6.10.1. If a player does not wish to re-sign, or the club does not offer to re-sign the player, the Club Secretary may release the player, otherwise a **Request for Release form** must be submitted to **basketball**scotland for consideration.

6.10.2. If a player wishes to change clubs, and if no contract has been lodged with **basketball**scotland, no fee is required to be paid by the receiving club provided the player has no outstanding debts to the releasing club A request for release form cannot be withheld and must be submitted to **basketball**scotland within 5 days of receipt.

6.10.3. A player, having signed for a given club after 1 August, may only sign for one other club in the forthcoming season to July 31.

6.10.4. Any player wishing to change clubs will not be eligible to play in competition until confirmation is received from **basketball**scotland.

6.10.4.1. The releasing club agrees to the release of the named player.

6.10.4.2. The named player has no outstanding debts or equipment to the releasing club.

6.11. Youth players

6.11.1. Youth players, prior to their 18th birthday, may only be considered for immediate release by **basketball**scotland under the following circumstances: -

6.11.1.1. Change in domestic circumstances.

6.11.1.2. By mutual agreement of club and player.

6.11.2. Any other reason submitted by a Youth Player on the appropriate request for release form will automatically be considered by The Competitions & Events Manager and then the arbitration panel where required.

6.11.3. Following their final season as an Under 18 player, players will be free to register with any other club provided they have no outstanding debts to the club they are leaving. The Club Secretary may release the player, otherwise a **Request for Release form** must be submitted to **basketball**scotland for consideration.

6.11.4. In the case of 6.3.2 a compensation fee of £50 for every season, or part season, during which the player had been registered with **basketball**scotland may be required to be paid by the player to **basketball**scotland. This fee will be passed to the releasing club.

6.12. Club officials or players shall not directly or indirectly induce a player or coach who holds, or has held, a registration in the previous season for another club, to leave that club for any purpose whatsoever.

6.13. A player or coach who holds, or has held, a registration in the previous season for one club shall not directly or indirectly approach an official or player of another club with the intention of negotiating a transfer to such other club.

6.14. Not more than 3 transfers shall be permitted between the same releasing and accepting team/clubs in any one year.

Please Note – General releases using the Self Service will be handled by the Membership Administrator, but the handling of contentious releases and enforcement of the above regulations will be the responsibility of the Competitions and Events Manager.

Appendix A – Guidelines for Access and Use of the **basketball**scotland Self Service

basketballscotland takes data protection, its legal responsibilities and commitment to our members under this very seriously. Data protection is something we all need to take responsibility for and it is important you are aware of the **basketball**scotland guidelines in this respect.

You are able to view and amend the details which **basketball**scotland holds about you on its membership database. This information may have been provided to us by your member club or directly by you. In viewing and amending these details, it is important that you follow the guidelines set out below to maintain **basketball**scotland's good data protection practices.

You should only provide information which you are happy to give. Please be aware that in amending or adding any information to the membership database, you shall be deemed to have agreed to **basketball**scotland using that information as set out in our data protection policy . More specific tips on data security can also be found at the Information Commissioner's webpage at www.ico.gov.uk .

Your access to and use of the membership database means that you accept and agree to be bound by these Guidelines.

1. Your obligations

In accessing and using the membership database to view and/or amend the information **basketball**scotland holds about you, you must:-

- take appropriate precautions if you want that information to remain confidential;
- only seek to access your own information or information in respect of any individual for whom you are legally authorised to act;
- ensure that you log off after your use to prevent unauthorised users accessing your details;
- ensure that the information is added / amended accurately and that no information is included which you know is not accurate;
- not send or upload to the self service system any material that contains viruses, Trojan horses, worms, spyware, or any other harmful programs;
- not attempt to gain unauthorised access to the self service system or the **basketball**scotland computer servers. A breach of these obligations will constitute a criminal offence under the Computer Misuse Act 1990 and **basketball**scotland shall report such an act to the relevant authorities;
- not upload any material which may be defamatory or which contains racist, discriminatory, obscene, sexual or any other offensive material.

basketballscotland recommends that if you do download or print off any of the information you have provided, you should also make sure that you keep the information secure. Do not print unless you need to, don't lose the paperwork and shred the information once you no longer need it.

2. Monitoring, Suspension and Termination

For business purposes **basketball**scotland may monitor your access to and use of the membership database. Monitoring will only be carried out to the extent allowed or required by law and as necessary and justifiable for business purposes.

If you fail to comply with any of the obligations set out in these guidelines, **basketball**scotland may withdraw your right to use the self service system by suspending or annulling your login details.

3. Intellectual Property Rights

basketballscotland is the owner or the licensee of the self service system, all intellectual property rights in the membership database, and all valid and authorised data contained in the membership database.

4. Use of Passwords

You will be provided with login details to access the membership database which will include a password. You should remember that these login details are personal to you and you must treat such details as confidential and you must not disclose them to anyone. Memorise these details – do not write them down. If you suspect any sort of wrong doing in respect of your password or login details or you have forgotten these details, please contact the **basketball**scotland office as soon as possible.

5. Age Restrictions

You must be aged 16 or over to access and use the self service system. If you are under the age of 16 your parent or guardian should access and use the membership database on your behalf.

Version 2 July 2012

Appendix B – Role Specific Code of Conduct

1. Specific additional code of conduct

In addition to basketballscotland's general code of conduct you must meet the following requirements in regard to your conduct during any activity, held by or under the auspices of basketballscotland, a member association or an affiliated club, in your role as an administrator, a coach, an official, a player, a parent/guardian or a spectator.

1.1. Administrators

1.1.1. Resolve conflicts fairly and promptly through established procedures.

1.1.2. Maintain strict impartiality.

1.1.3. Be aware of your legal responsibilities.

1.2. Officials

1.2.1. Place the safety and welfare of the players/participants above all else.

1.2.2. Accept responsibility for all actions taken.

1.2.3. Be impartial.

1.2.4. Avoid any situation which may lead to a conflict of interest.

1.2.5. Be courteous, respectful and open to discussion and interaction.

1.2.6. Value the individual in sport.

1.3. Coaches

1.3.1. Do not tolerate acts of aggression.

1.3.2. Provide feedback to players and other participants in a manner sensitive to their needs. Avoid overly negative feedback.

1.3.3. Recognise players' rights to consult with other coaches and advisers. Cooperate fully with other specialists (for example, sports scientists, doctors and physiotherapists).

1.3.4. Treat all players fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status and other conditions.

1.3.5. Encourage and facilitate players' independence and responsibility for their own behaviour, performance, decisions and actions.

1.3.6. Involve the players in decisions that affect them.

1.3.7. Encourage players to respect one another and to expect respect for their worth as individuals regardless of their level of play.

1.3.8. Ensure that the tasks and/or training set are suitable for age, experience, ability, and physical and psychological conditions of the players.

1.3.9. Ensure any physical contact with players is appropriate to the situation and necessary for the player's skill development.

1.3.10. Be acutely aware of the power that you as a coach develop with your players in the coaching relationship and avoid any sexual intimacy with players that could develop as a result.

1.3.11. Avoid situations with your players that could be construed as compromising.

1.3.12. Actively discourage the use of performance enhancing drugs, and the use of alcohol, tobacco and illegal substances.

1.3.13. Do not exploit any coaching relationship to further personal, political or business interests at the expense of the best interest of your players.

1.3.14. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules.

1.3.15. Know and abide by rules, regulations and standards, and encourage players to do likewise. Accept both the letter and the spirit of the rules.

1.3.16. Be honest and ensure that qualifications are not misrepresented.

1.4. Player

1.4.1. Respect the rights, dignity and worth of fellow players, coaches, officials and spectators.

1.4.2. Do not tolerate acts of aggression.

1.4.3. Respect the talent, potential and development of fellow players and competitors.

1.4.4. Care for and respect the equipment provided to you as part of your program.

1.4.5. Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements.

1.4.6. At all times avoid intimate relationships with your coach.

1.4.7. Conduct yourself in a professional manner relating to language, temper and punctuality.

1.4.8. Maintain high personal behaviour standards at all times.
1.4.9. Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision.
1.4.10. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team.
1.4.11. Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level.

1.5. Parent and Guardian
1.5.1. Respect the rights, dignity and worth of others.
1.5.2. Remember that your child participates in sport for their own enjoyment, not yours.
1.5.3. Focus on your child's efforts and performance rather than winning or losing.
1.5.4. Never ridicule or yell at your child and other children for making a mistake or losing a competition.
1.5.5. Show appreciation for good performance and skilful plays by all players (including opposing players).
1.5.6. Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under 18 years of age, as your words and actions are an example.
1.5.7. Respect officials' decisions and teach children to do likewise.
1.5.8. Do not physically or verbally abuse or harass anyone associated with the sport (player, coach, umpire and so on).
1.5.9. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
1.5.10. Be a positive role model.
1.5.11. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour

1.6. Spectators
1.6.1. Respect the decisions of officials and teach young people to do the same.
1.6.2. Never ridicule or scold a young player for making a mistake. Positive comments are motivational.
1.6.3. Condemn the use of violence in any form, whether it is by other spectators, coaches, officials or players.
1.6.4. Show respect for your team's opponents. Without them there would be no game.
1.6.5. Do not use violence, harassment or abuse in any form (that is, do not use foul language, sledge or harass players, coaches, officials or other spectators).
1.6.6. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

Appendix C – Template Membership Form for Clubs

Club Registration Form

This form is designed for use by clubs in collecting registration information from their members. Completed forms are to be collected and stored by the club and **NOT TO BE RETURNED TO THE BASKETBALLSCOTLAND OFFICE**.

Personal Details

First Name:		**Last Name:**	
Date of Birth:		**Sex:** Male: ☐	Female: ☐
Address1:		**Address2:**	
City/Town:		**Post Code:**	
Home Phone:		**Work Phone:**	
Mobile Phone:		**Email:**	

Parental/Emergency Contact Information

Contact Name(s)	
Relationship to Member	
Telephone: Home	
Telephone: Mobile	
Telephone: Business	
E-mail Address	

Member Declaration

I confirm that all the information supplied above is accurate. I also agree to inform my club immediately, should any of the information change.

I agree to abide by the **basketball**scotland Code of Conduct and Photography Consent Policy, along with any other relevant documentation imposed by the club.

Signature _____ Date _____

Medical Information

The following information and consent is requested to ensure the health and well being of all members participating in club activities. The information contained in this form is confidential and will only be used to safeguard and promote the health and well being of members, should the need arise.

Name of General Practitioner	
GP's Address	
GP's Telephone	

Please provide details of any pre-existing medical conditions that may affect your participation in the club activity:

Details of any medication or treatment required
Details of any existing injuries (include when the injury occurred and the treatment received)
Details of any allergies, including allergies to medication

Member Medical Declaration

I _____ (*your name*) consent to receiving such medical treatment, including anaesthetic, as is deemed necessary by the attending medical personnel.

Signature _____ Date _____

Parent/Guardian/Legal Carer Declaration

(Required for all members under the age of 18 and vulnerable adults)

I _____ (*parent/guardian/carer*) consent to the aforementioned member receiving such medical treatment, including anaesthetic, as is deemed necessary by the attending medical personnel.

Signature _____ Date _____

Relationship to Member / Vulnerable Adult

_____